



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re applications of:

Group Art Unit:3629

WILLIAM T. ROWSE ET AL.

Examiner: Jonathan P. Quellette

Serial Nos.: 09/547,661  
09/547,650

Filed: April 12, 2000

For: **SYSTEM FOR PROCESSING A CUSTOMER CONCERN, and  
METHOD FOR PROCESSING A CUSTOMER CONCERN**

Attorney Docket Nos.: 200-0053 (FMC 1185 PUS)  
200-0054 (FMC 1186 PUS)

Commissioner for Patents  
United States Patent and Trademark Office  
Washington, D.C. 20231

Sir:

**DECLARATION UNDER 37 C.F.R. § 132**

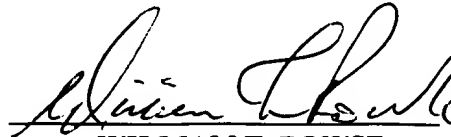
I, **WILLIAM T. ROWSE**, do hereby declare:

1. I am an inventor of the inventions disclosed and claimed in U.S. Patent Application Serial Nos. 09/547,661 and 09/547,650, each filed on April 12, 2000.
2. I am the President of MediaMagic Corporation, having its primary place of business at 143 Brookside Drive, Bedford, NJ, 07718. *BELFORD*
3. Experimental embodiments of the inventions disclosed and claimed in U.S. Patent Application Serial Nos. 09/547,661 and 09/547,650 were first piloted at various Ford Motor Company dealerships on October 4, 1999. This fact is memorialized by the "Digital Imaging Install Schedule" shown in Appendix B. These experimental embodiments underwent re-engineering and were not perfected until spring 2000.
4. The "Digital Imaging System" web page reference that the Examiner identifies in Paper No. 13 was not available at www.mediamagik.com until September 2002.

CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8		
I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Commissioner for Patents, United States Patent and Trademark Office, Washington, D.C. 20231 on:		
<u>5-5-03</u> Date of Deposit	<u>JOHN S. Le ROY</u> Name of Person Signing	<u><i>John S. Le Roy</i></u> Signature

5. The inventions disclosed and claimed in U.S. Patent Application Serial Nos. 09/547,661 and 09/547,650 were not in public use or on sale before April 12, 1999.

Date: 4/24/03

  
WILLIAM T. ROWSE

# DIGITAL IMAGING INSTALL SCHEDULE - WEEK OF OCTOBER 4, 1999

P&A Code	Number of Sites	Scheduled Time	Dealership	Address	City	State	ZIP Code	Phone #	FordStar Dealer	FSN (PES) #	Computer Name Used	Computer Password	Computer Phone #
MONDAY, OCTOBER 4, 1999													
01864	1	1:00pm	Magic Ford	23920 Creekside Road	Valencia	California	91355	805-333-6600	X	FSN-08164	MAGIC	21566449*	(661) 297-0346
11442	2	9:00am	Plano Lincoln/Mercury	333 W. Plano Parkway	Plano	Texas	75075	972-985-9122	X	FSN-11270	PLANO	41503164*	214-770-9183
TUESDAY, OCTOBER 5, 1999													
00835	1	8:00am	Pre-Delivery Center	4500 Etiwanda Ave - Bldg A	Min Loma	California	91752	909-681-2111			PREDELIVERY	10793614*	(909) 338-0205
Rick Andrews													
WEDNESDAY, OCTOBER 6, 1999													
07900	1	9:00am	Shamrock Ford	7499 Dublin Blvd.	Dublin	California	94568	925-829-5211			SHAMROCK	67247994*	(925) 606-9460
Tom Kearney													
04582	1	9:00am	Don Bohn Ford	3737 La Palco Blvd	Harvey	Louisiana	70058	504-349-9742			DONBOHN	01924287*	(304) 585-1120
Cary Delaune													
18123 @	2	9:00am	Discovery Ford	850 Brant Street	Burlington	Ontario	L7R2J5	905-632-8696			DISCOVERY	90013714*	(905) 529-4601
Frank Hido													
THURSDAY, OCTOBER 7, 1999													
07863	1	9:00am	Downtown Ford	525 N. 16th Street	Sacramento	California	95814	916-442-6931			DOWNTOWN	62806784*	(916) 368-0241
David Hall													
B1102@	1	9:00am	Summit Ford	12 Carrier Drive	Rendale	Ontario	M9V2C1	416-741-6221			SUMMIT	46576159*	(416) 367-8122
Brent MacDonald													
12805	1	9:00am	Bob Slight L/M	7701 Metcalf	Overland Park	Kansas	66204	913-381-0208	X	FSN-12805	BOBSIGHT	38766156*	816-843-4301
Joe Montgomery													
08503	1	9:00am	Gus Johnson Ford (McCollum)	8300 East Sprague	Spokane	Washington	99212	509-924-1000			GUSTOHNRON	95304607*	(509) 326-0318
Dan Schaeffer													
GOOD NEWS - NO INSTALLS ON FRIDAY													

@ Please use a 9 in place of the alpha character B in the P&A code for the two Canadian dealers.

Note: Please make sure that you insert the P&A code as stated in the P&A column, except for Canadian dealers.

Created by: DMA YBERR

09/29/99 / 3:38 PM

# DIGITAL IMAGING INSTALL SCHEDULE - WEEK OF OCTOBER 12, 1999

P&A Code	Number of Sites	Scheduled Time	Dealership	Address	City	State	ZIP Code	Phone #	FordStar Dealer	FSN (PES) #	Computer Name Used	Computer Password	Computer Phone #
10628	1	9:00am	Metropolitan L/M	6507 Preston Road	Louisville	Kentucky	40219	502-964-2000			METROPOLITAN	700433502*	(502) 368-6250
Service Writer Names To Be Added to System: Doug Shipp (Metropolitan Lincoln/Mercury)													

## TUESDAY, OCTOBER 12, 1999

07257	1	9:00am	T. E. Clarke Ford	5715 Darrow Road	Hudson	Ohio	44236	330-636-3939	X	FSN-02357	TECLARKE	81064907*	216-781-7598
Service Writer Names To Be Added to System: Tom Lawson (T. E. Clarke Ford)													
04664	2	11:00am	Jordan Ford	609 E. Jefferson Blvd.	Mishawaka	Indiana	46546	219-239-1981			JORDAN	38998738*	(219) 271-0016
Service Writer Names To Be Added to System: Bill Renke Jordan Body Shop Service Writer Names to be Added to System: Vickie Anderson Jim Thompson													
Matt (didn't know his last name - have to put in when on site)													

## THURSDAY, OCTOBER 14, 1999